

# MOTOR CLAIMS PROCESS ROLL-OUT

We are pleased to announce that our motor claims process, initially launched in Windhoek in November 2020, will now be rolled out to the Coastal and Northern regions of Namibia. **Effective 1 December 2021**, clients in Swakopmund, Walvis Bay, Outapi, Oshakati, Ongwediva and Ondangwa will no longer be required to provide quotations when submitting a claim to Santam Namibia (Santam).

## How the process works:

- Following the new claims verification process an **assessor is appointed**.
- The assessor contacts the client to discuss the vehicle repair process.
- Santam will no longer send a Request for Quotations notification.
- The claim is no longer held back for **TWO (2)** days pending quotations.
- The **preferred repairer is determined by Santam** based on various factors including but not limited to:
  - the make and model of vehicle;
  - warranty status, extent of damages; and
  - track record of the supplier based on service, quality, capacity and cost.



## Process for **non-drivable** vehicles

- If the vehicle is not drivable, the assessor will arrange for the vehicle to be taken **to a Santam preferred repairer** for a strip and quotation.
- Should the client prefer a different repairer, then they can confirm with the assessor and submit an **additional quotation** which will be reviewed in addition to the quotation from a Santam preferred repairer.



## Process for **drivable** vehicles

- The **assessor will contact the client** to discuss the vehicle repair process and inform the client of a preferred Santam repairer.
- Should the client prefer a different repairer, then they can confirm with the assessor and submit an additional quotation which will be reviewed in addition to the quotation from a preferred Santam repairer.
- **The assessor will provide all the necessary details** to the repairer who will contact the client to arrange for a quotation.



## Santam **preferred** vs **non-preferred** supplier quotations

- If a client provides a quotation from their preferred supplier this will be **compared** to the quotation from a Santam preferred supplier.
- Both suppliers must be able to do the work in terms of scope, capabilities and factory approval.
- **Santam will not incur a higher cost** in order to accommodate the client preferred supplier.

